

Bella Bridesmaids Columbia, SC **Full-Time Retail, Operations Manager**

**Please submit resume to BellaCAEPrincipals@BellaBridesmaid.com and
tell us why you're interested in the position.**

Bella Bridesmaids Columbia is looking for a creative, driven and entrepreneurial STORE MANAGER to join our growing team. We're looking for a natural leader who is energetic, proactive and committed to celebrating our Bella culture and customer service. : This is an exciting role which requires someone eager to help us expand our local brand presence and to create client experiences that inspire. This role combines both retail management along with marketing, back end office and accounting management.

Who we're looking for:

- You're passionate about people – customers, co-workers, designers...the list goes on. It's not what you do every day, but the people you inspire and that inspire you that make work joyful and worthwhile.
- You're graceful under pressure. Leading by example and managing change is never easy, but somehow you manage it with grace and eloquence.
- You're results driven. Setting daily, weekly and monthly goals and checking them off your list brings you peace and satisfaction.
- You're charismatic with humility and a sense of humor.
- You love a wedding!

What to expect as a STORE MANAGER:

- You'll train and develop your team and lead product knowledge sessions as needed.
- You'll monitor all stylists and offer ongoing training, constructive feedback and coaching to help your team reach their personal and shared goals.
- You'll set the stylist work schedule to ensure we are staffed for growth.
- You'll consider shifts in the competitive landscape and lead through change and challenges.
- You'll understand customer needs and develop processes, policies, and initiatives that improve the customer experience and our back office efficiency.
- You'll handle escalated customer service situations with empathy and make necessary decision to resolve the issue.
- You'll manage buying and provide thoughtful feedback to designers on trends and product performance.

What you'll need:

- 2-3 years of management experience.
- Strong organizational and delegation skills.
- Excellent time management with the ability to multi-task.
- Strong analytical, problem solving skills to create basic and complex solutions.
- A love of all things bridal!

Relevant details:

- Competitive salary (based on experience).
- Benefits optional.



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MORE JOB DETAIL

Here's what you will be doing - broken out into two distinct areas:

- Leading the Columbia Bella retail location for ~60% of your time.
You have experience working retail on a team and can cultivate collaborative team growth
 - Selling to Columbia's brides
 - Lead trainings and ensure product knowledge is shared across styling team
 - Recruit, train, motivate, and retain your styling team
 - Achieve (and exceed!) sales goals by holding yourself and your team accountable for the goals

Set employee and client schedule each week to ensure the best experience for both groups.

Embody the "Bella Experience" with clients, participate and coach on sales appointments if needed.

Ensure the entire sales cycle is completed with the timeliness and quality that our clients have come to expect.

You will seamlessly and successfully navigate customer service needs as they arise, coordinating with operations, our designers, and the franchise as required.

Ensure follow up by stylists daily/weekly

**Follow up with brides, managing the relationship that begins in the showroom all the way to the final contract phase and dress arrival. Bottom line for all stylists, if it is your bride, you maintain the relationship from start to finish. THIS IS OF UTMOST importance. Not to say that others can't help with your brides in your absence or in an emergency but ultimately, this is the job of the stylist to build the relationship with phone calls, texts, emails and sell the bride on the Bella experience. We cannot lose sight of this - it is crucial.*

- Office Management – 40% of your time. Maintain accuracy while doing the following:

Checking store emails, responding to and relaying information with appropriate urgency, checking in POs, sending contracts, charging cards, timely shipping/receiving and normal day to day activities that vary based on need. Directing team to assist with these tasks daily based on need.

Working with bookkeeper on any accounting issues, refunds, discounts, issues as they arise.

Tracking sales weekly and working towards sales goals with team.

Monthly report to be sent to Barry, Ann E. and Lisa, (cc Allison) with a summary of the month's highlights. Some key items to include would be # of new brides, stylist conversion/# of dresses sold, goals achieved, and any other pertinent information that contributed to the month's success:

Other duties as they may arise.



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